



December 12, 2014

To: Executive Board

Subject: **October 2014 Performance Indicators Report**

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### **Recommendation**

Receive and file the October 2014 Performance Indicators Report.

### **Analysis**

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for October 2014. Data is collected from a variety of sources such as the fareboxes on buses, the SMARTBus CAD/AVL system, data reported by contractors, and financial performance data.

In October 2014, Foothill Transit met six of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average time to answer; boardings per vehicle service hour; average weekday boardings; and farebox recovery ratio.

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** - Overall boardings recorded by the farebox in October 2014 was 1.4 million boardings - a four percent increase over the same month last year.
- **Fare Revenue** - Total fare revenue for the month was \$1.7 million, a 14 percent increase over last year. The average fare per boarding was \$1.24.
- **Operating Expenses** - Total monthly operating expenses were \$6.9 million, resulting in an average cost per service hour of \$105.19. Year to date, total operating expenses are 15 percent higher than last year.
- **Accidents** - The system averaged 0.22 preventable accidents per 100,000 miles. The preventable accident rate is 55 percent lower than the same month last year.
- **Customer Complaints** - Foothill Transit received 17.74 complaints per 100,000 boardings this month, a 20 percent increase from October 2013.



- **Schedule Adherence** - In October, 81.4 percent of all trips recorded by the SMARTBus system arrived on time. This is a 12 percent improvement from last year.

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2015.

### **Overall System Performance**

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the year.

Attachment A summarizes system goals and performance indicators for October 2014. Attachment L provides additional operations-related performance measures.

#### Total Boardings and Total Revenues

In October 2014, there were 1.4 million boardings on Foothill Transit buses. Year to date, Foothill Transit has carried 5.1 million boardings. Both monthly and year-to-date ridership has increased four percent over last year.

Total fare revenue recorded this month was \$1.7 million. This is a 14 percent increase over last year's performance. The increase is primarily due to the Class Pass program and an increase in customer boardings. Year-to-date revenue is five percent higher than last fiscal year.

Attachment B, Total Boardings vs. Fare Revenue, shows total boardings and revenue for the past 12 months.



### **Goal 1: Operate a Safe Transit System**

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety by monitoring the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

#### Preventable Accidents per 100,000 miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In October, the agency met this goal with an average rate of 0.22 preventable accidents per 100,000 miles. This is a 55 percent improvement from the preventable accident rate in the same month last year. It is also significantly lower than the accident rate in September 2014, when preventable accidents increased in the weeks leading up to Arcadia operations and maintenance contract transition.

Attachment C, Preventable Accidents per 100,000 Miles, provides a summary of preventable accidents per 100,000 miles.

### **Goal 2: Provide Outstanding Customer Service**

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

#### Schedule Adherence

Foothill Transit has adopted a goal of 85 percent schedule adherence for this fiscal year. In October 2014, the agency achieved an average of 81.4 percent on-time performance on all lines. This is short of the performance target but represents a 12 percent improvement compared to last October (72.8 percent schedule adherence). Year to date, schedule adherence is 11 percent higher this year than last year (81.7 percent this year vs. 73.9 percent last year).

Foothill Transit continues to use the SMARTBus system to measure on-time performance. Quality Assurance staff have been closely monitoring the SMARTBus system and working with the operations contractors to ensure that service runs on schedule. In November 2013 and June 2014, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. However, recent heavy construction along the I-10 highway continues to cause traffic delays for all vehicles traveling in the corridor, including Foothill Transit buses.



Staff have identified further schedule improvements that will be implemented with the service change scheduled for January 2015.

Attachment D, Schedule Adherence, charts schedule adherence over the last 12 months.

#### Average Miles Between Mechanical Service Interruptions

In October 2014, Foothill Transit buses averaged 27,253 miles between mechanical service interruptions. This meets the performance target (15,000 miles) and is almost twice the average number of miles between mechanical service interruptions in the same month last year (14,093 miles). This indicator reflects customer delays from mechanical service interruptions and measures the overall performance of the operations and maintenance contractors.

Attachment E, Average Miles Between Mechanical Service Interruptions, compares the average miles between mechanical service interruptions with our performance standard.

#### Complaints per 100,000 Boardings

This October, Foothill Transit received 17.74 complaints per 100,000 boardings. This is higher than the performance target of 15.00 complaints per 100,000 boardings. It is also a 20 percent increase over the number of complaints received last October. Year to date, Foothill Transit has received 17.48 complaints per 100,000 boardings. This is a one percent increase over last year's rate of passenger complaints.

The rate of complaints for September and October increased during the transition of the Arcadia operations and maintenance contract. In contrast to previous months, there were a significant number of complaints on issues other than schedule adherence and operator courtesy including ADA, Courtesy Pass-ups and Safety. Each of these areas were included in the training of current and new operators during the Arcadia transition. Foothill Transit's management team and service contractors continue to analyze these problems in order to address them.

Attachment F, Complaints per 100,000 Boardings, provides a summary of complaints per 100,000 boardings.



### Average Time to Answer

Phone systems at our five Transit *Stores* and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average time to answer of 25 seconds this October is 46 percent better than the performance target of 45 seconds. Transdev recently hired additional English-Spanish bilingual customer service representatives for the Transit *Stores*, significantly improving the average time to answer, particularly for our Spanish-speaking customers. Foothill Transit's management team continues to work with the Transdev team to address customer service.

Attachment G, Average Time to Answer, provides a summary of the average time for a customer's call to be answered by a Foothill Transit customer

### **Goal 3: Operate an Effective Transit System**

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

### Boardings per Vehicle Service Hour

Foothill Transit buses averaged 21.2 boardings per vehicle service hour in October 2014. This exceeds the performance target of 19.5 boardings per service hour. However, this is a slight decrease from the same month last year (22 boardings per service hour) due to a modest increase in service hours operated this fiscal year. Year to date, Foothill Transit is averaging 20 boardings per service hour, a similar rate compared to last year (20.9 boardings per service hour).

Attachment H, Boardings per Vehicle Service Hour, shows the trend of this performance indicator.

### Average Weekday Boardings

The FY 2014/15 performance target for average weekday boardings is 48,900 boardings. In October, the agency averaged 53,034 boardings per weekday. This exceeds the performance target and is a four percent increase over the same month last year. Year-to-date average weekday boardings are also four percent higher than last year, demonstrating the continued demand for promotional programs and increased bus service.





Attachment I, Average Weekday Boardings, shows the history of this indicator.

#### **Goal 4: Operate an Efficient Transit System**

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

##### Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenues by total operating expenses. The October 2014 farebox recovery ratio was 24.99 percent. This is an 11 percent decrease compared to the same month last year, but exceeds the performance target (24.65 percent). Year to date, the farebox recovery ratio is nine percent lower than last fiscal year (26.83 percent). The decrease in farebox recovery is primarily due to the second and finale startup payment associated with the transition of the Arcadia operations and maintenance contract.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

##### Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour in October 2014 was \$105.19, which exceeds the fiscal year target of \$101.48. As with the farebox recovery ratio, the increase in average cost per vehicle service hour is due to the cost of transitioning the Arcadia operations and maintenance contract, which were accrued in September and October 2014. These costs were anticipated and budgeted for this fiscal year. Year-to-date cost per vehicle service hour remains at \$94.92, which is below the performance target.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lashawn King Gillespie".

Lashawn King Gillespie  
Director of Customer Service and Operations

A handwritten signature in blue ink, appearing to read "Doran J. Barnes".

Doran J. Barnes  
Executive Director

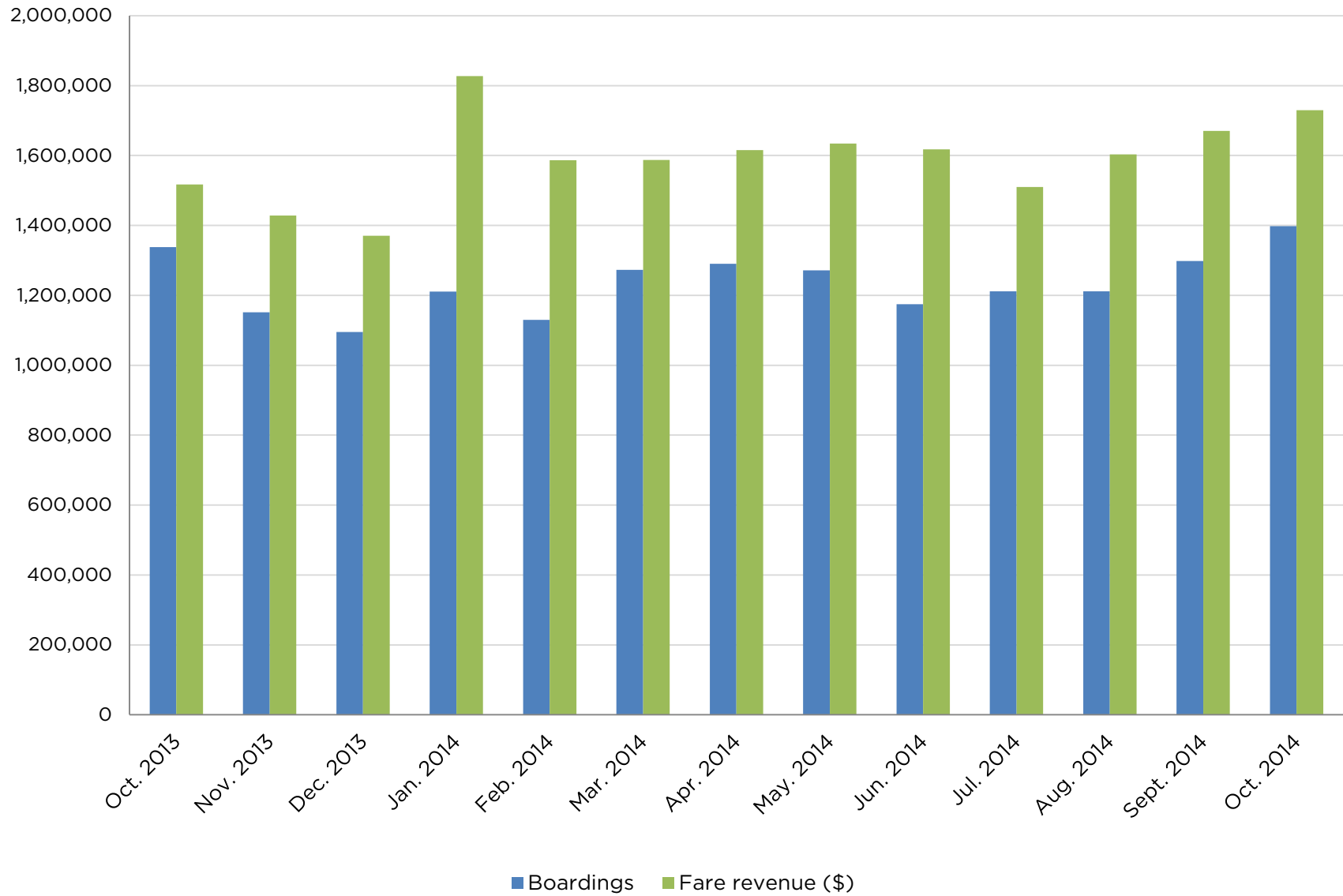
Attachments

# Attachment A: Foothill Transit Key Performance Indicators October 2014

Goal	Performance indicator	Attachment	October 2014	Met target?	Same month last year	% improvement over same month last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,397,845	-	1,338,241	4%	5,119,045	-	4,926,203	4%	
	Vehicle service hours		65,792	-	60,752	8%	255,778	-	235,680	9%	
	Total fare revenue	B	\$1,729,535	-	\$1,517,203	14%	\$6,512,732	-	\$6,228,792	5%	
	Total operating expense		\$6,920,396	-	\$5,422,685	(28%)	\$24,278,417	-	\$21,176,717	(15%)	
Safety	Preventable accidents per 100,000 miles	C	0.22	Yes	0.50	55%	0.50	Yes	0.51	2%	≤ 0.60
Customer service	Schedule adherence	D	81.4%	No	72.8%	12%	81.7%	No	73.9%	11%	≥ 85%
	Miles between mechanical service interruptions	E	27,253	Yes	14,093	93%	27,058	Yes	14,503	87%	≥ 15,000
	Complaints per 100,000 boardings	F	17.74	No	14.80	(20%)	17.48	No	17.34	(1%)	≤ 15.00
	Average time to answer (seconds)	G	25	Yes	46	46%	27	Yes	55	51%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	21.2	Yes	22.0	(4%)	20.0	Yes	20.9	(4%)	≥ 19.5
	Average weekday boardings	I	53,034	Yes	50,867	4%	50,366	Yes	48,382	4%	≥ 48,900
Efficiency	Farebox recovery ratio	J	24.99%	Yes	27.98%	(11%)	26.83%	Yes	29.41%	(9%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$105.19	No	\$89.26	(18%)	\$94.92	Yes	\$89.85	(6%)	≤ \$101.48
Operations	Average fare per boarding		\$1.24	-	\$1.13	9%	\$1.27	-	\$1.26	1%	
	Average cost per boarding		\$4.95	-	\$4.05	(22%)	\$4.74	-	\$4.30	(10%)	
	Average subsidy per boarding		\$3.71	-	\$2.92	(27%)	\$3.47	-	\$3.03	(14%)	
	Total vehicle miles		1,335,375	-	1,211,985	10%	5,167,983	-	4,684,608	10%	
	Vehicle service miles		969,245	-	913,670	6%	3,766,468	-	3,544,836	6%	
	Total vehicle hours		89,146	-	80,068	11%	346,447	-	310,409	12%	
	In-service speed (mph)		14.7	-	15.0	(2%)	14.7	-	15.0	(2%)	
	Boardings per vehicle service mile		1.44	-	1.46	(2%)	1.36	-	1.39	(2%)	

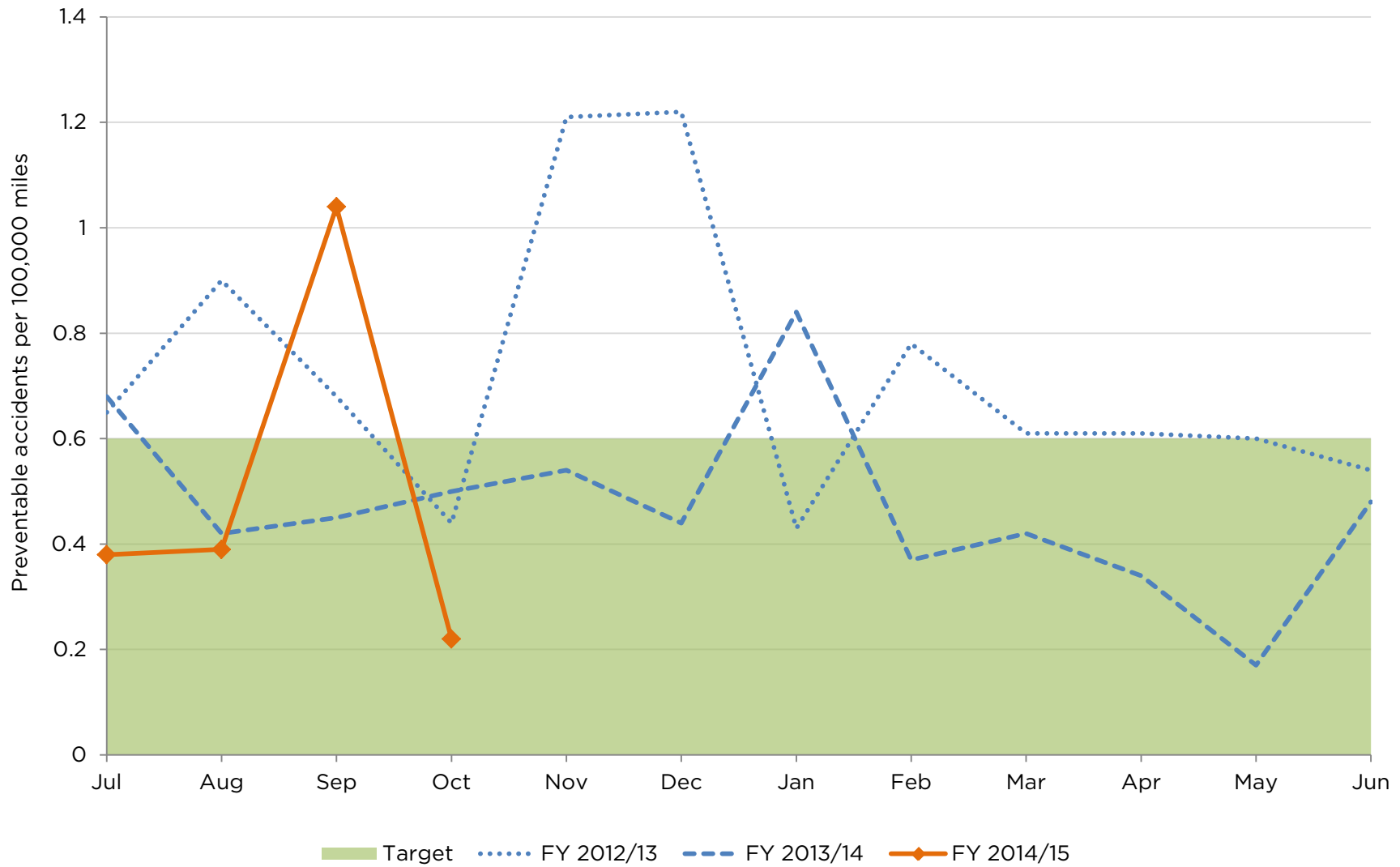
Red = did not meet target

Attachment B: Total Boardings vs. Fare Revenue  
October 2013 through October 2014  
Foothill Transit

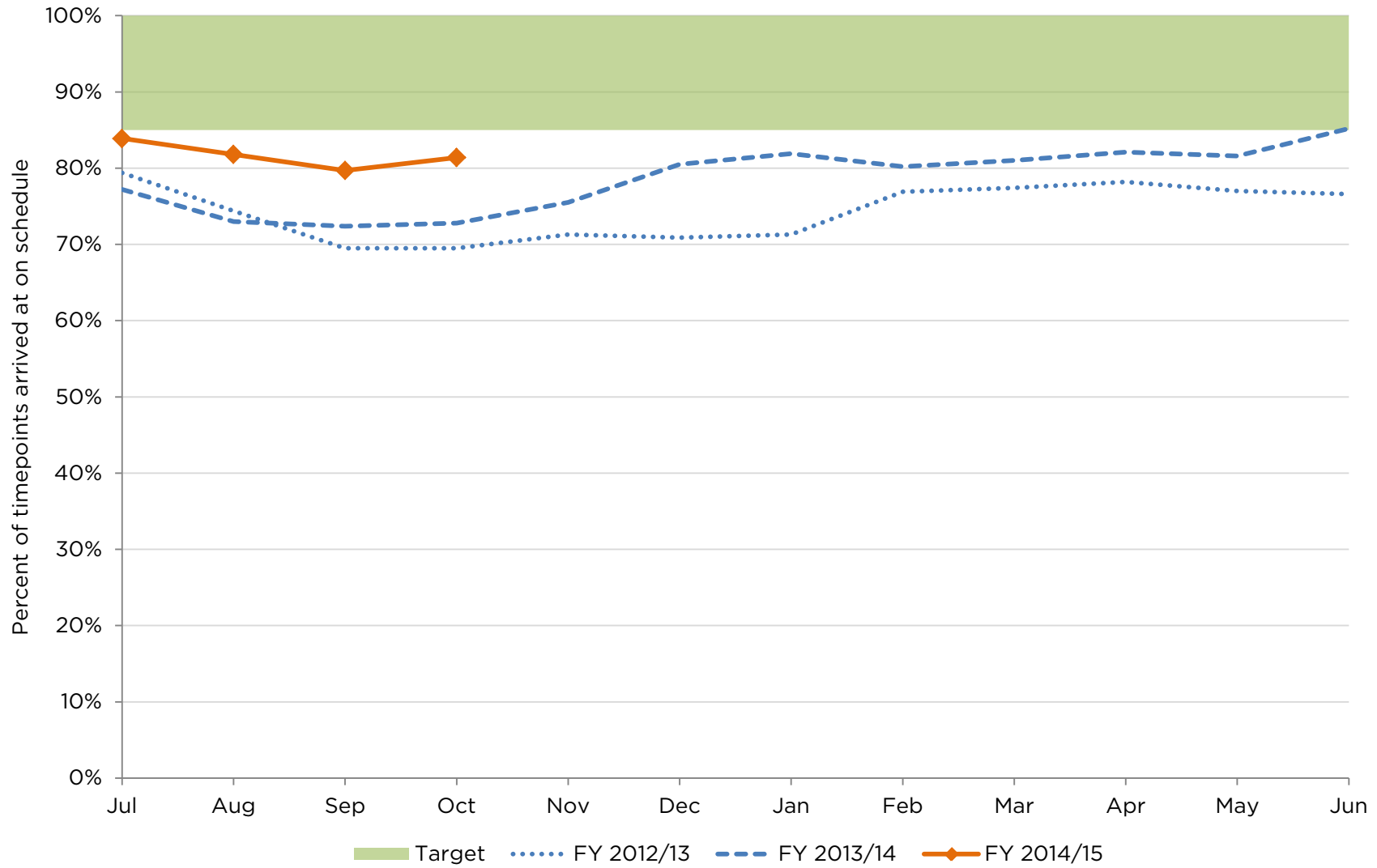




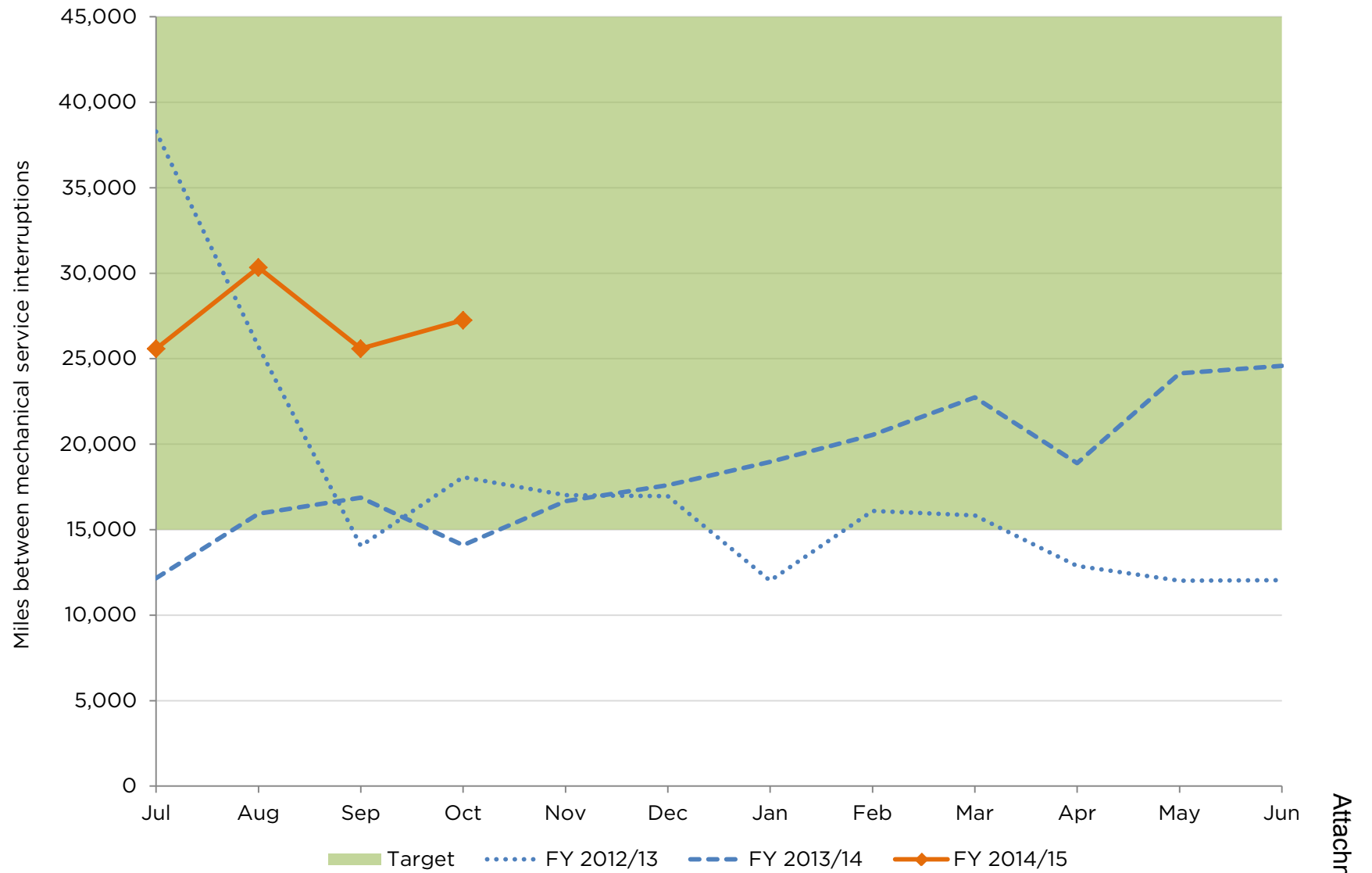
Attachment C: Preventable Accidents per 100,000 Miles  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



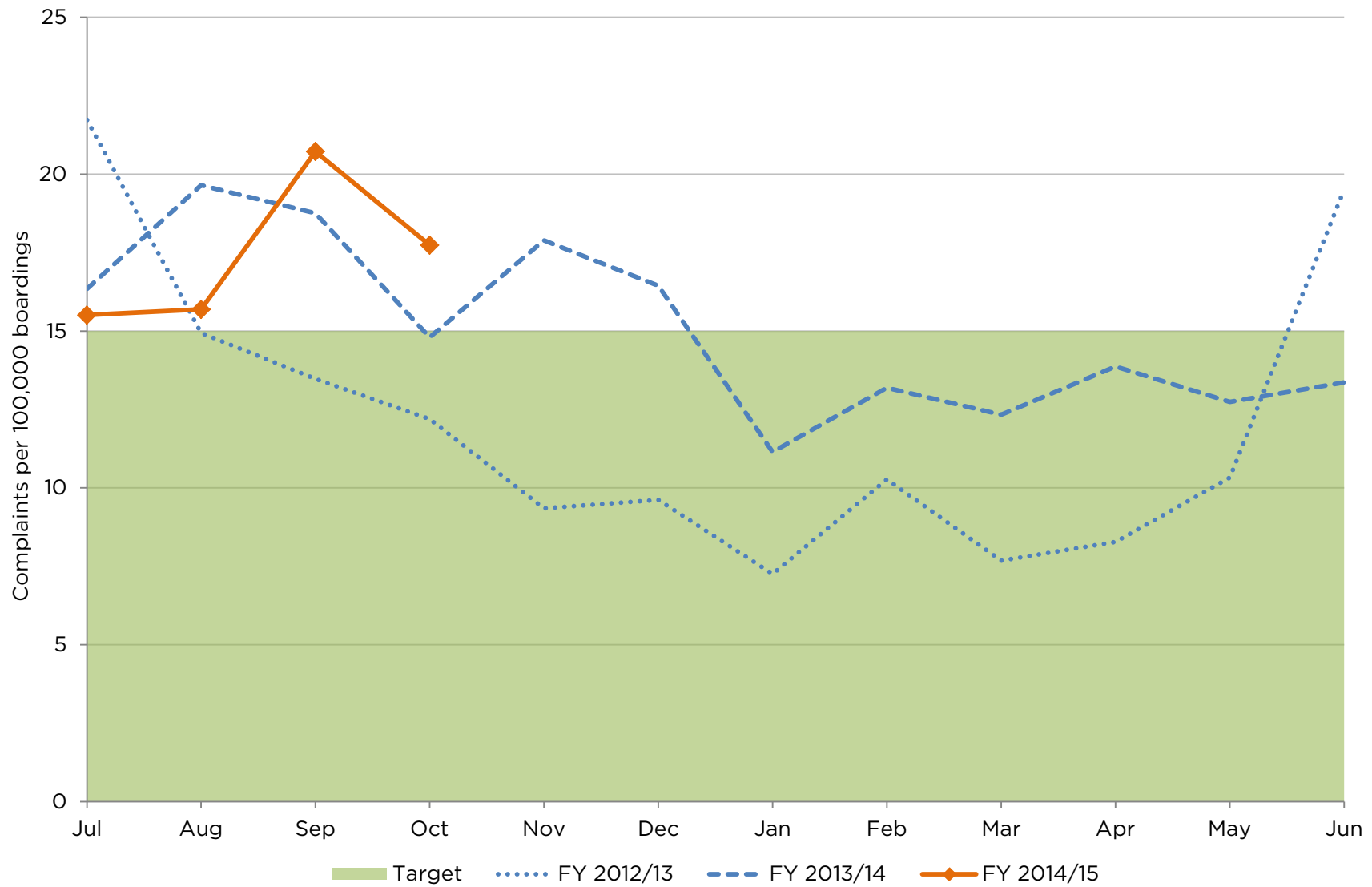
Attachment D: Schedule Adherence  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



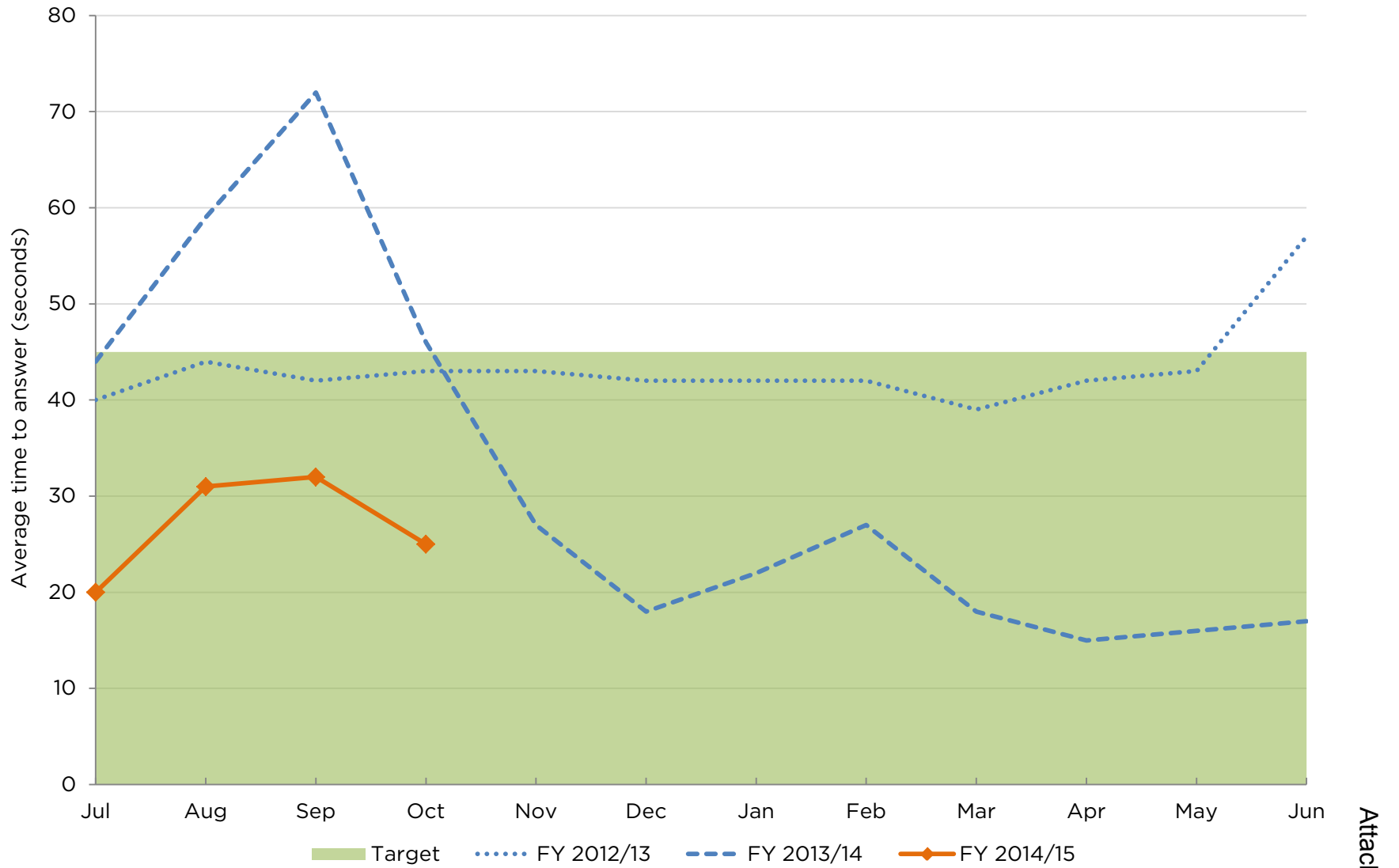
Attachment E: Average Miles Between Mechanical Service Interruptions  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment F: Complaints per 100,000 Boardings  
Fiscal Years 2013, 2014, 2015  
Foothill Transit

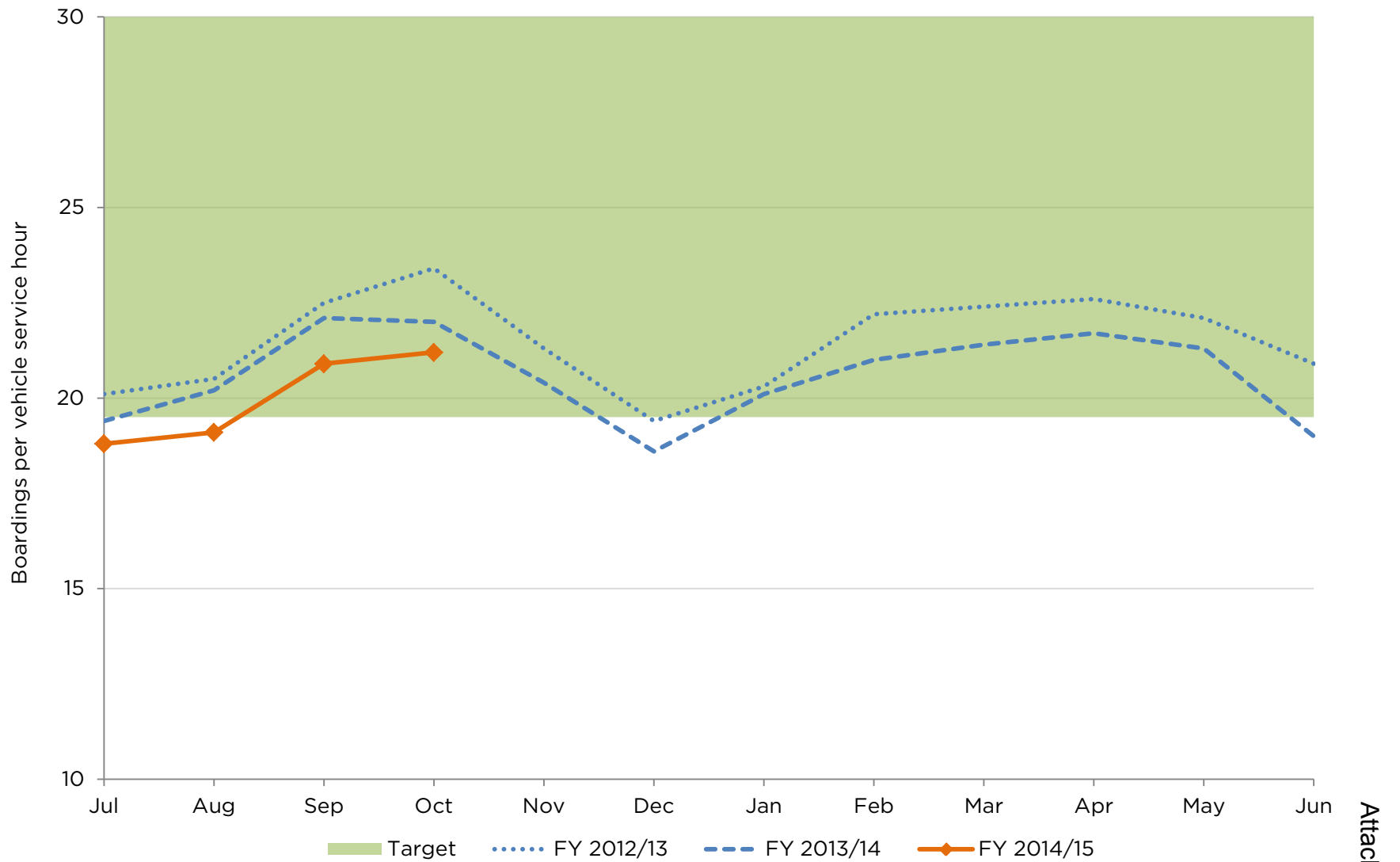


Attachment G: Average Time to Answer  
Fiscal Years 2013, 2014, 2015  
Foothill Transit

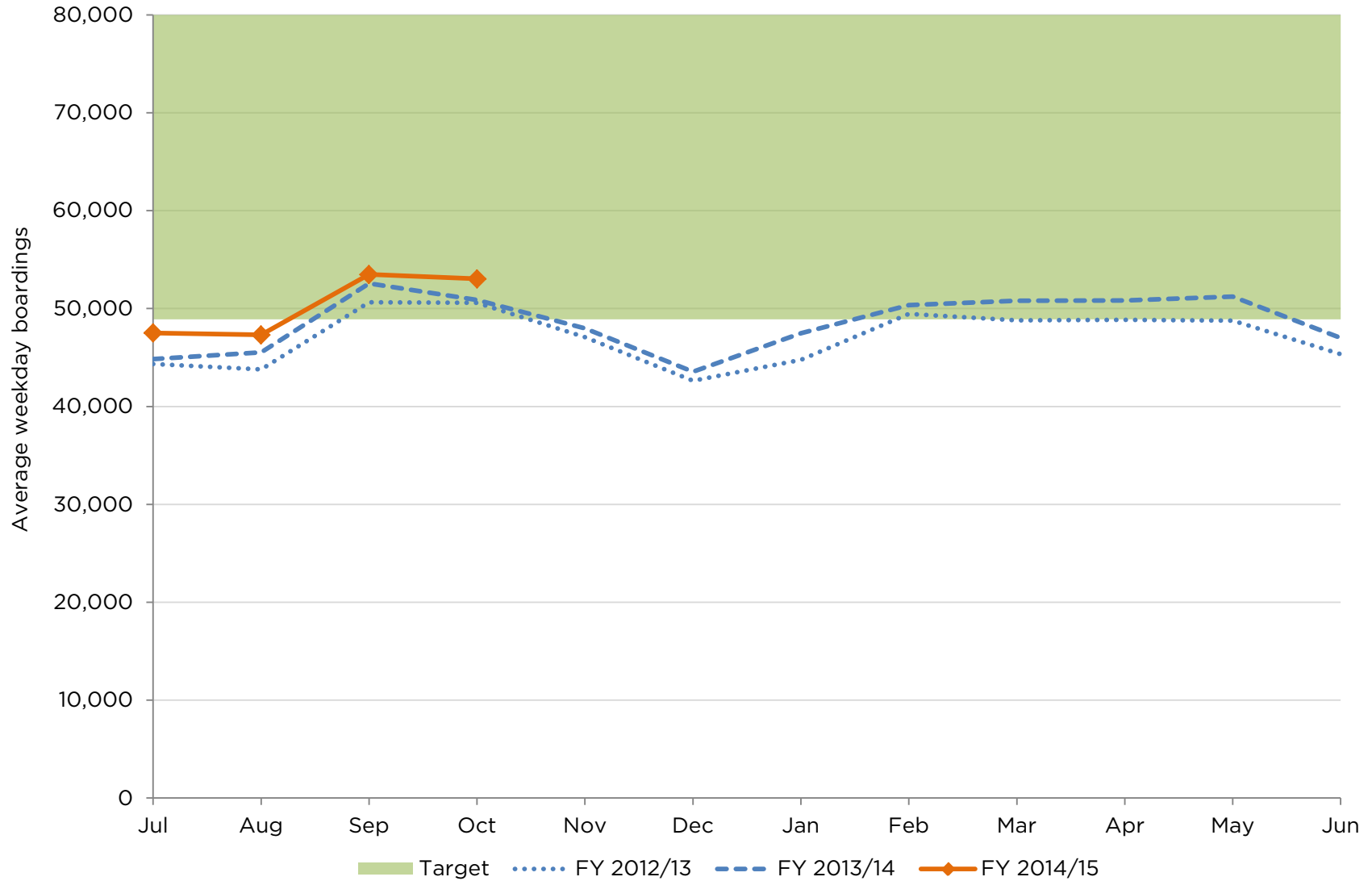




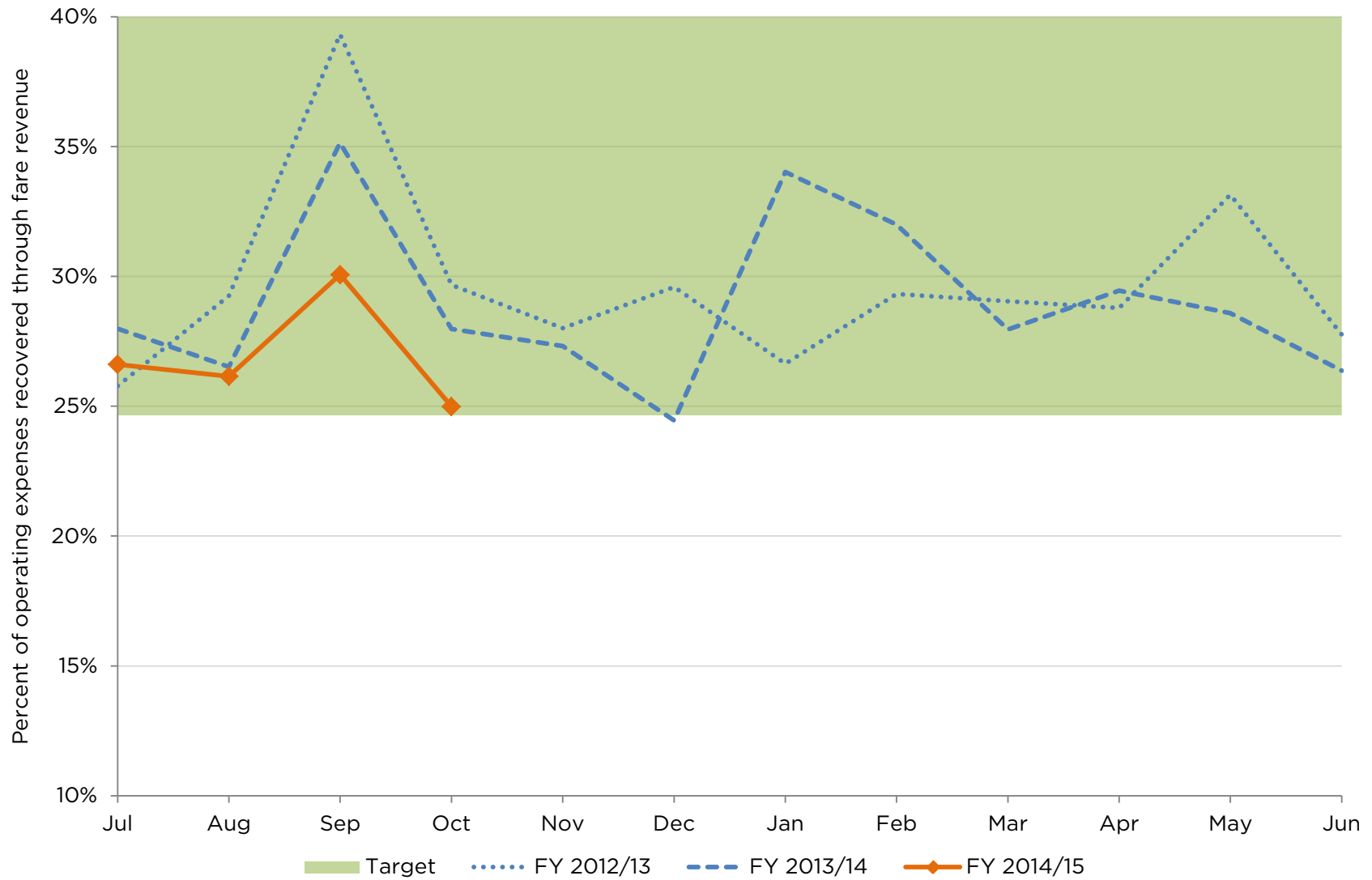
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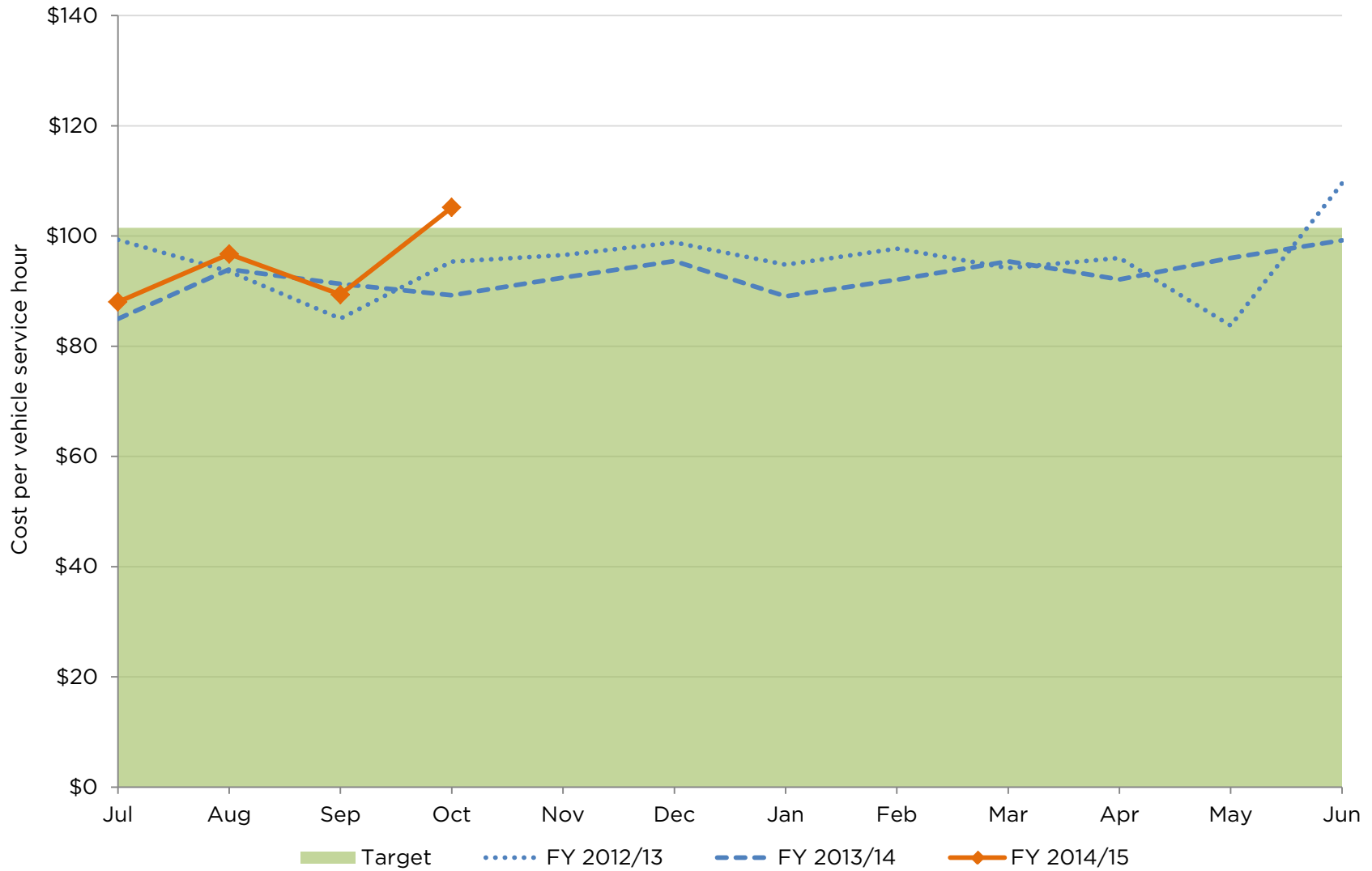
Attachment I: Average Weekday Boardings  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment J: Farebox Recovery Ratio  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment K: Average Cost per Vehicle Hour  
Fiscal Years 2013, 2014, 2015  
Foothill Transit



Attachment L:  
Foothill Transit Operations Report  
October 2014

Goal	Performance indicator	October 2014	Same month last year	% improvement over same month last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	<b>\$1.24</b>	\$1.13	9%	\$1.27	\$1.26	1%
	Average cost per boarding	<b>\$4.95</b>	\$4.05	(22%)	\$4.74	\$4.30	(10%)
	Average subsidy per boarding	<b>\$3.71</b>	\$2.92	(27%)	\$3.47	\$3.03	(14%)
	Total vehicle miles	<b>1,335,375</b>	1,211,985	10%	5,167,983	4,684,608	10%
	Vehicle service miles	<b>969,245</b>	913,670	6%	3,766,468	3,544,836	6%
	Total vehicle hours	<b>89,146</b>	80,068	11%	346,447	310,409	12%
	In-service speed (mph)	<b>14.7</b>	15.0	(2%)	14.7	15.0	(2%)
	Boardings per vehicle service mile	<b>1.44</b>	1.46	(2%)	1.36	1.39	(2%)